



**QUEEN'S
UNIVERSITY
BELFAST**

STAFF CHARTER

Our Behaviour Matters



EXCELLENCE

CONNECTIVITY



AMBITION



RESPECT



INTEGRITY



QUEEN'S
UNIVERSITY
BELFAST



We have a large and diverse team of colleagues at Queen's, each of us is striving in our own way to ensure that our University is a great place to learn, to teach and to work. Everyone who contributes to the success of Queen's should feel valued, respected and an integral part of our University community.

Much of how we achieve this comes down to how we conduct ourselves and how we treat one another every day as we carry out our work. In 2016, we created our Core Values of Excellence, Connectivity, Ambition, Respect and Integrity. These continue to represent what is important to us here at Queen's, but they alone cannot set the tone for how we do things at the University. It is instead down to how we put these values into practice through our behaviour, how we celebrate and reward that behaviour, and equally how we challenge one another when we see behaviour that fails to match our standards.

Our **Staff Charter**, developed by and for all those who work here, seeks to provide the basis for achieving just that. The Charter clearly sets out the kinds of behaviours that we want to encourage at Queen's and also calls out those that have no place in our University. The launch of this Charter is just the beginning of what will be a continuous, daily effort to put our values into action and I hope that it will prompt all of us to challenge ourselves and those around us to act in a way that will shape a better place to work for everyone here at Queen's.

Professor Ian Greer
President and Vice Chancellor

Introduction

At Queen's University, our people are at the centre of what we do and how we do it. Our core values, Excellence, Connectivity, Ambition, Respect and Integrity, were developed in 2016 to support the University's vision, shape our culture and reflect the behaviours that are valued at the University. In simple terms, the values describe how we do things at Queen's.

This Charter describes the practical application of our core values, translating them into relevant scenarios within our daily working lives. The example behaviours described here are not intended as a complete list of expected behaviours, rather a small sample of examples linked to each value. The document has been developed by our staff and the behaviours described are relevant for everyone who works at Queen's.



EXCELLENCE

We strive for excellence within ourselves and others, providing solutions to new and existing challenges.

I demonstrate excellence when I...

- Always strive to do my best, encouraging others to do the same
 - Take pride in my work and am committed to high standards
 - Constructively challenge the status quo and be adaptive and responsive to change
 - Reward, recognise and celebrate achievements
 - Seek and provide constructive feedback
 - Have a positive "can do" attitude
-

I do not demonstrate excellence when I...

- Create barriers that prevent delivery of a high standard of work
- Accept underperformance of self and others
- Lack purpose and commitment to achieving goals



CONNECTIVITY

We work best when we are collaborative, working together to contribute to the Queen's community.

I demonstrate connectivity when I...

- Work across boundaries to develop relationships, share information and keep others informed
 - Celebrate team successes and recognise contributions of all regardless of grade
 - Actively contribute to the Queen's community where everyone has a place
 - Engage with and learn from colleagues
 - Play to strengths of others when working as a team
 - Seek opportunities to work collaboratively with others
-

I do not demonstrate connectivity when I...

- Work in silos or in isolation
- Act in self interest
- Present colleagues' ideas as my own



AMBITION

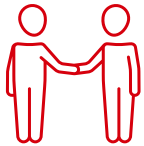
We strive together for improvement and innovation, looking ahead to see the bigger picture.

I demonstrate ambition when I...

- Am solution-focused and proactively address issues
 - Strive for continuous improvement and innovation to deliver the best outcomes
 - Am committed to seeking out personal development of self and others
 - Look beyond my individual role and see the bigger picture
 - Embrace and respond to change in a constructive way
 - Share knowledge, expertise and best practice with others
-

I do not demonstrate ambition when I...

- Do things the way they always have been done without challenge
- Put obstacles in the way of innovation
- Block change and fail to build on ideas for improvement



RESPECT

We treat everyone in our community equally and how we would want to be treated ourselves.

I demonstrate respect when I...

- Treat everyone equally, fairly and with dignity regardless of their opinions, background or grade
 - Listen to the views of others so that the best way forward can be found
 - Say thank you and give credit where it is due
 - Trust colleagues to do their job
 - Recognise that each individual's circumstances are different and display empathy and support work life balance
 - Am authentic in how I behave towards others
-

I do not demonstrate respect when I...

- Fail to value equality and diversity
- Respond negatively to and/or fail to act on constructive feedback
- Only involve colleagues who support my own views in order to achieve my goals



INTEGRITY

We are open, honest and fair. We take ownership of the way we work and how we treat each other.

I demonstrate integrity when I...

- Am professional, take ownership of, and am responsible for my own work
 - Create a trusting work environment where mistakes are learned from and opinions and ideas are freely expressed
 - Am fair, open and transparent in my communication and decision making
 - Treat others as I would like to be treated and challenge inappropriate behaviour
 - Share information with others and help them to succeed
 - Maintain confidentiality as required
 - Lead by example, being visible and approachable to all
-

I do not demonstrate integrity when I...

- Ignore problems or challenges
- Put my own interests above those of my team, School/Directorate and the University
- Make negative comments or undermine colleagues
- Do not adhere to agreed policies and procedures



The **Staff Charter** has come at the perfect time for Queen's as we continue to develop and embed our 2030 strategy and reconsider some of our traditional approaches to working life through agile working. Our central purpose is to provide quality teaching and learning, and to conduct world-class research and innovation. However, by focusing more on how we achieve this, on the way in which we conduct ourselves and interact with one another, we can approach both the delivery and support of our aims through a different lens, and one that recognises the importance of the people who ensure our success.

Our behaviour matters. By getting that right, we will create a positive and re-energised environment where everyone feels supported and listened to as a valued member of our community. The Charter is of course just the first step, and the real challenge will be in embedding these behaviours in every aspect of what we do. In order to change our behaviour, we need to ensure the culture of our organisation is aligned and this requires strong leadership throughout all areas of Queen's. I look forward to putting the Charter into action and I hope that you do too.

Professor Margaret Topping
Pro-Vice Chancellor for Internationalisation
and member of UMB



QUEEN'S
UNIVERSITY
BELFAST



go.qub.ac.uk/staffcharter